



Department Source: Finance
To: City Council
From: City Manager & Staff
Council Meeting Date: March 21, 2022
Re: RubinBrown LLC Utility Billing Audit

Executive Summary

This is a report to present the findings of the utility billing audit performed by RubinBrown.

Discussion

At the December 6, 2021 Council Meeting, Rick Feldt from RubinBrown discussed the scope of work for the utility billing audit with the Council. After approval of the scope, RubinBrown collected data from the Utility Customer Service department as well as various other staff members to produce the report attached to this memo. A draft of the report was shared with the Water and Light Advisory Board (WLAB), as well as the Finance Advisory and Audit Committee (FAAC). The draft report was discussed at length at March 7th FAAC meeting, and at the March 9th WLAB meeting and approved by both groups.

Fiscal Impact

Short-Term Impact: N/A
Long-Term Impact: N/A

Strategic & Comprehensive Plan Impact

Strategic Plan Impacts:

Primary Impact: Organizational Excellence, Secondary Impact: Not Applicable, Tertiary Impact: Not Applicable

Comprehensive Plan Impacts:

Primary Impact: Primary, Secondary Impact: Secondary, Tertiary Impact: Tertiary

Legislative History

Date	Action
12/6/2021	REP91-21 RubinBrown LLC Utility Billing Audit Scope of Work

Suggested Council Action

Council review of the enclosed audit report